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2008 Performance Report for Utah Commercial HMOs and Medicaid & CHIP Health Plans

Performance Measures (HEDIS) & Consumer Satisfaction Survey Results (CAHPS)

**Utah Department of Health
Utah Health Data Committee and the Division of Health Care Financing
November 2008**

Since 1994, the mission of the Utah Health Data Committee has been “to support health improvement initiatives through the collection, analysis, and public release of health care information.” Part of that mission includes reporting on various Health Maintenance Organizations (HMOs) and Managed Care Organizations (MCOs). The 2008 Performance Report for Utah Commercial HMOs, Medicaid, and CHIP Health Plans is the 12th such report presented by the Utah Health Data Committee.

This report contains information on four commercial HMOs, two Medicaid HMOs, two Medicaid health plans (Select Access Preferred Provider Network and the fee for service plan), and two Children’s Health Insurance Program (CHIP) HMOs. The four commercial HMOs included in this report represent only a portion of the commercial health plan options that are available in Utah. Only specifically-defined HMOs are required to submit data for this report. However, the four Medicaid health plans and two CHIP HMOs reported here represent all of the coverage options for these populations in Utah. This report contains two types of data, one being quality of care, the second being satisfaction with care.

Data in this report come from two sources representing different aspects of care. The first source of data is the Healthcare Effectiveness Data and Information Set (**HEDIS®**) collected for measurement year 2007. Utah’s HMOs collect and report HEDIS measures to the Office of Health Care Statistics each year, as required by administrative rule. The second source of data is the 2008 Consumer Assessment of Health Plans Survey (**CAHPS®**). This survey year only included responses given by parents of children enrolled in the health plans. There is also a section regarding the care of children with chronic conditions. This section compares Medicaid, Commercial, and CHIP HMOs with one another regarding the treatment of children with special health care needs.

The goal of this report is to provide information for consumers, purchasers and insurance plans about the performance of Utah’s commercial and CHIP HMOs, as well as Medicaid health plans. Consumers and those who purchase health care can use the information to help them make decisions about which plan to choose. Health plans can use the information to assist them in improving the care and services they provide to enrollees. About 40% of Utahns who currently have health insurance are covered by one of the health plans in this report.

Many different groups contributed to the data collection, analysis, and writing of this report. These include groups within the Utah Department of Health -- Division of Health Care Financing, Division of Community and Family Health Services, the Utah Health Data Committee -- as well as representatives of the participating HMOs.

Participating HMOs

See Appendix 1

Key Findings

Commercial Health Plans are:

- above national averages on ratings for health plan, personal doctor, health care and specialist
- meeting national averages for children's immunizations
- below national averages on Chlamydia screening, cervical cancer screening, and breast cancer screening
- below national averages on access to primary care providers for children

Medicaid Health Plans are:

- above national averages on access to primary care providers for children
- above national averages on access to preventive/ambulatory services for adults
- meeting national averages for children's immunizations
- above national averages for the ratings for physicians, specialists, health care, and health plans
- above national averages on ratings for getting care quickly, how well doctors communicate and getting needed care

CHIP is:

- meeting national averages for children's immunizations
- above national averages on appropriate treatment for children with upper respiratory infection and appropriate treatment for children with upper respiratory infections
- above national averages for nearly all consumer satisfaction measures

Quality of Care

The quality of care measures presented in this section come from the Healthcare Effectiveness Data and Information Set (HEDIS), which is developed and maintained by the National Committee for Quality Assurance (NCQA). The 2008 HEDIS measurement set contains over 70 measures across eight major areas of care such as helping people stay healthy or caring for people with chronic illness. HMOs nationwide collect these measures **to see how they performed in different areas of health care over the past year**. Each year, Utah HMOs report HEDIS measures to the Utah Department of Health and a subset of those measures is included in this report. Measures in this report are based on information from patient visits in 2007. All data are reviewed by NCQA-certified auditors to ensure that the reported HEDIS measures are representative and accurate. PEHP's data were not audited this year.

The National Committee for Quality Assurance (NCQA) is a non-profit organization committed to assessing, reporting on and improving the quality of care provided by the nation's health plans. To find out more, go to: www.ncqa.org

DATA COLLECTION

For some HEDIS measures, HMOs can choose one of two ways to collect their data. If an HMO chooses the administrative method, the data are collected from the HMO's claims database to identify cases and compute the HEDIS measures. If an HMO uses the hybrid method, cases are first identified using the claims database, then a registered nurse does reviews of medical charts to find additional information about the HEDIS measure. In the tables that follow, measures collected using the administrative method are labeled **Administrative** and measures collected using the hybrid method are labeled **Admin+Chart Review**. The hybrid method takes longer and costs more, but the reported values for HEDIS measures are usually more accurate than when HMOs use the administrative method. Therefore, differences in HMOs may be because the HMOs differ in quality, OR because the HMOs collected data using different methods. **Whenever possible, comparisons should only be made between HMOs that used the same data collection method for a given variable.** In general, administrative rates will be lower than hybrid rates.

MISSING DATA

Some variables have a "Not Reported" or a "Not Applicable" designation. "Not Reported" means that the HMO chose not to report a rate for that measure. This could be because there were significant problems with the data. A "Not Applicable" rate means that the sample size for that measure was too small (less than 30) to calculate a valid rate. All "Not Reported" and "Not Applicable" designations are governed by NCQA reporting rules, and do not reflect the overall quality of care.

STATISTICAL RATINGS *

Each HEDIS measure collected by commercial HMOs was compared to the commercial state average for that measure. Each measure was then given a statistical rating depending on whether that HMO's performance was above, the same as, or below the state average. The 95% confidence interval was used to determine statistically significant differences between an HMO's score and the state average. Three stars indicate that an HMO's performance on a particular measure is significantly above the state average, while one star means that an HMO's performance is significantly below the state average. Two stars indicate that an HMO's performance on a particular measure is not significantly different from the state average for that measure.

*** Higher	HMO score is significantly above the average for Utah HMOs
** Average	HMO score is neither higher nor lower than the average for Utah HMOs
* Lower	HMO score is significantly below the average for Utah HMOs

** Statistical ratings were not computed for Medicaid health plans or CHIP HMOs since only two plans in each program reported HEDIS measures in 2008*

MEASURES:

Commercial (See Appendix 2)

- Adolescent Immunizations
- Health Care for Adults
- Care for People with Diabetes
- Use of Medications
- Child and Adolescent Health Care
- Child and Adolescent Well Care
- Women's Health and Maternity Care
- Childhood Immunizations
- Access to Health Care

Medicaid (See Appendix 3)

- Adolescent Immunizations
- Health Care for Adults
- Care for People with Diabetes
- Use of Medications
- Child and Adolescent Health Care
- Child and Adolescent Well Care

- Women's Health and Maternity Care
- Childhood Immunizations
- Access to Health Care

CHIP (*See Appendix 4*)

- Adolescent Immunizations
- Use of Medications
- Child and Adolescent Health Care
- Child and Adolescent Well Care
- Childhood Immunizations
- Access to Health Care

Consumer Satisfaction

This section presents measures from the **Consumer Assessment of Health Plans Survey (CAHPS)**. The survey measured what enrollees thought about the health care and services they received from their health plan in the past year. Issues covered by the questionnaire include whether the enrollee had a problem getting care when he or she needed it, how well their customer service needs were met, as well as how ratings of their health plan, personal physician, specialists, and their health care.

DATA COLLECTION

The survey project was managed by DataStat Inc., an NCQA-certified vendor, which was chosen from among several vendors who submitted proposals for this project. Two separate groups of children were included in the survey project. General Child Enrollees were drawn from the sample of all eligible children enrolled in the HMO or health plan. This sample included all children aged 0 to 17 who had been enrolled with the health plan for a specified time period (12 months for commercial plans, 6 months for Medicaid and CHIP plans). The second group of children, Children with Chronic Conditions (CCC), is a population of children who have special health care needs. Three samples of CCC children were selected from overall commercial, Medicaid, and CHIP populations. The survey vendor selected a random sample from each health plan's enrollment database. Selected enrollees were mailed a survey questionnaire in February of 2008 and sent a reminder if they did not return the survey within two weeks. Follow-up phone calls with members who did not return a survey were conducted in April of 2008. A total of 1325 enrollees in commercial health plans, 1857 enrollees in Medicaid health plans, and 1327 parents of enrollees in CHIP health plans answered the survey.

CAHPS was developed by the U.S. Department of Health and Human Services, Agency for Healthcare Research and Quality (AHRQ) and is used annually by HMOs and health plans nationwide. The health services research arm of the U.S. Department of Health and Human Services (HHS), complementing the biomedical research mission of its sister agency, the National Institutes of Health.

STATISTICAL RATINGS (3rd [link under satisfaction](#))

Stars compare each health plan's rating or composite score to the Utah average. Separate averages were calculated for commercial and Medicaid health plans. The 95% confidence interval was used to determine statistically significant differences between a health plan's score and the state average. Three stars indicate that a health plan's performance on a particular measure is significantly above the state average, while one star means that a health plan's performance is significantly below the state average. Two stars indicate that a health plan's performance on a particular measure is not significantly different from the state average. A standardized NCQA data analysis program was used to compute the star ratings.

*** **Higher**

HMO score is significantly above the average for Utah
HMOs

- ** Average** HMO score is neither higher nor lower than the average for Utah HMOs
- * Lower** HMO score is significantly below the average for Utah HMOs

** Statistical ratings were not computed for CHIP HMOs since only two health plans reported measures in 2008*

MEASURES: Commercial, Medicaid, CHIP, Children with Chronic Conditions

Commercial (See Appendix 5)

- Member Satisfaction
- Quality of Access and Care

Medicaid (See Appendix 6)

- Member Satisfaction
- Quality of Access and Care

CHIP (See Appendix 7)

- Member Satisfaction
- Quality of Access and Care

Children with Chronic Conditions (See Appendix 8)

- Member Satisfaction
- Quality of Access and Care

About the people Surveyed (See Appendix 9)

LINKS

- For HEDIS (NCQA):
 - <http://web.ncqa.org/>
- For CAHPS (AHRQ):
 - <https://www.cahps.ahrq.gov/default.asp>

Information about general health:

- Centers for Disease Control and Prevention
 - <http://www.cdc.gov>
- Check Your Health
 - <http://www.checkyourhealth.org>
- MyHealthCare in Utah
 - <http://www.health.utah.gov/myhealthcare>

Information about the heart and lungs:

- American Heart Association
 - <http://www.americanheart.org>
- American Lung Association
 - <http://www.lungusa.org>

Information about reproductive health and maternity:

- Utah Department of Health, Reproductive Health Program
 - <http://health.utah.gov/rhp/>

Information about diabetes:

- American Diabetes Association
 - <http://www.diabetes.org>

ACKNOWLEDGMENTS

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* This report was developed and written by Sam Vanous, Ph.D., formatted by Lori Brady, and was reviewed by participating Health Plans, members of the Utah Health Data Committee, Office of Health Care Statistics staff, the Utah Department of Health's Executive Director's Office, and many other individuals in the Utah Department of Health.

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The source for national HEDIS data contained in this publication is Quality Compass® and is used with the permission of the National Committee for Quality Assurance (NCQA). Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass is a registered trademark of NCQA.

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For more information about this and other health care reports, contact the Office of Health Care Statistics at (801) 538-7048.

Appendix 1. Participating HMOs

Medicaid and CHIP HMOs					
	Healthy U Medicaid	IHC Preferred Provider Network	Molina Medicaid	Molina CHIP	PEHP CHIP
Website Links	http://www.uhealthplan.utah.edu/	http://intermountainhealthcare.org	http://www.molinahealthcare.com/	http://www.molinahealthcare.com/	http://www.pehnp.org/
Counties Served by the plan	Davis Salt Lake Summit Tooele Utah Weber	Davis Salt Lake Utah Weber	All Counties Except Carbon Daggett Duchesne Emery Uintah	All Counties	All Counties
Monthly enrollment as of January 2008	24,688	46,873	30,974	12,090	20,872

Commercial HMOs

	Altius Health Plans	HealthWise	Select Access	United Healthcare
Website Links	http://www.altiushealthplans.com/	http://www.ut.regence.com	http://intermountainhealthcare.org	http://www.uhc.com/
Counties Served by the plan	All Counties	Box Elder Cache Davis Juab Salt Lake Summit Tooele Utah Wasatch Weber	Davis Salt Lake Utah Weber	All Counties
Monthly enrollment as of January 2008	218,913	4,607	506,571	56,533
	* The HealthWise HMO product is no longer available to new employer groups			
Board Certified Providers:				
Family Medicine	87.8%	87.6%	92.6%	NR
Obstetricians/Gynecologists	92.0%	87.7%	95.0%	NR
Pediatricians	89.6%	89.7%	92.8%	NR
Other Specialists	87.8%	85.3%	93.2%	NR

Appendix 2. Commercial: Quality of Care

Access to Health Care

HMO Name	Rate	Data Collection Method	Statistical Rating
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Children's Access To Primary Care Providers

The percentage of members 12 to 24 months who had a visit with an MCO

Altius	97.5%	Administrative	***
HealthWise	88.4%	Administrative	*
SelectHealth	98.2%	Administrative	***
United	96.8%	Administrative	***
State Average	95.2%		
National Average	96.9%		

Children's Access To Primary Care Providers

The percentage of members 7 to 11 years who had a visit with an MCO

Altius	80.7%	Administrative	***
HealthWise	77.7%	Administrative	*
SelectHealth	79.6%	Administrative	***
United	78.2%	Administrative	*
State Average	79.1%		
National Average	89.5%		

Adults' Access to Preventive/Ambulatory Services

The percentage of members 20 to 44 who had an ambulatory or preventive

Altius	94.0%	Administrative	***
HealthWise	91.7%	Administrative	*
SelectHealth	92.4%	Administrative	**
United	91.8%	Administrative	*
State Average	92.5%		
National Average	93.0%		

Adults' Access to Preventive/Ambulatory Services

The percentage of members 65 years and older who had an ambulatory or

Altius	98.0%	Administrative	***
HealthWise	97.1%	Administrative	**
SelectHealth	97.7%	Administrative	**
United	96.9%	Administrative	*
State Average	97.4%		
National Average	96.6%		

HMO Name	Rate	Data Collection Method	Statistical Rating
----------	------	------------------------	--------------------

Children's Access To Primary Care Providers

The percentage of members 25 months to 6 years who had a visit with an MCO

Altius	84.4%	Administrative	***
HealthWise	79.7%	Administrative	*
SelectHealth	84.7%	Administrative	***
United	82.9%	Administrative	**
State Average	82.9%		
National Average	89.4%		

Children's Access To Primary Care Providers

The percentage of members 12 to 19 years who had a visit with an MCO primary

Altius	81.3%	Administrative	***
HealthWise	73.8%	Administrative	*
SelectHealth	82.2%	Administrative	***
United	80.1%	Administrative	***
State Average	79.3%		
National Average	86.9%		

Adults' Access to Preventive/Ambulatory Services

The percentage of members 45 to 64 who had an ambulatory or preventive care

Altius	96.6%	Administrative	***
HealthWise	96.6%	Administrative	***
SelectHealth	95.4%	Administrative	*
United	94.9%	Administrative	*
State Average	95.9%		
National Average	95.1%		

Childhood Immunizations

HMO Name	Rate	Data Collection Method	Statistical Rating
----------	------	------------------------	--------------------

Combo 2

The percentage of children who received four DTaP/DT vaccinations; three IPV

Altius	78.0%	Admin+Chart Review	**
HealthWise		Not Reported	
SelectHealth	80.3%	Admin+Chart Review	**
United	76.9%	Admin+Chart Review	**
State Average	78.4%		
National Average	80.8%		

DTaP/DT

The percentage of children who received an initial DTaP vaccination followed by

Altius	82.0%	Admin+Chart Review	**
HealthWise		Not Reported	
SelectHealth	84.4%	Admin+Chart Review	**
United	82.0%	Admin+Chart Review	**
State Average	82.8%		
National Average	86.9%		

HiB

The percentage of children that received three H influenza type B (HiB)

Altius	91.5%	Admin+Chart Review	**
HealthWise		Not Reported	
SelectHealth	93.2%	Admin+Chart Review	**
United	91.6%	Admin+Chart Review	**
State Average	92.1%		
National Average	93.1%		

MMR

The percentage of children that received at least one measles, mumps and

Altius	90.6%	Admin+Chart Review	**
HealthWise		Not Reported	
SelectHealth	92.0%	Admin+Chart Review	**
United	90.4%	Admin+Chart Review	**
State Average	91.0%		
National Average	93.6%		

HMO Name	Rate	Data Collection Method	Statistical Rating
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Combo 3

Percentage of children who received all antigens listed in Combination 2 and four

Altius	71.2%	Admin+Chart Review	**
HealthWise		Not Reported	
SelectHealth	72.8%	Admin+Chart Review	**
United	72.0%	Admin+Chart Review	**
State Average	72.0%		
National Average	75.5%		

Hepatitis B

The percentage of children that received three hepatitis B vaccinations, with

Altius	91.2%	Admin+Chart Review	**
HealthWise		Not Reported	
SelectHealth	91.7%	Admin+Chart Review	**
United	90.0%	Admin+Chart Review	**
State Average	91.0%		
National Average	91.3%		

IPV/OPV

The percentage of children that received at least three polio vaccinations (IPV) with c

Altius	90.3%	Admin+Chart Review	**
HealthWise		Not Reported	
SelectHealth	91.5%	Admin+Chart Review	**
United	88.8%	Admin+Chart Review	**
State Average	90.2%		
National Average	91.5%		

VZV (Chicken Pox)

The percentage of children that received at least one chicken pox vaccination

Altius	90.6%	Admin+Chart Review	**
HealthWise		Not Reported	
SelectHealth	90.3%	Admin+Chart Review	**
United	88.8%	Admin+Chart Review	**
State Average	89.9%		
National Average	92.0%		

Women's Health and Maternity Care

HMO Name	Rate	Data Collection Method	Statistical Rating
----------	------	------------------------	--------------------

Breast Cancer Screening

The percentage of women 40 to 69 years of age who had a mammogram to

Altius	60.1%	Administrative	**
HealthWise	58.5%	Administrative	*
SelectHealth	63.5%	Administrative	***
United	57.2%	Administrative	*
State Average	59.8%		
National Average	69.1%		

Chlamydia Screening in Women

The percentage of women 16 to 25 years of age who were identified as

Altius	20.3%	Administrative	**
HealthWise	19.4%	Administrative	**
SelectHealth	19.8%	Administrative	**
United	19.8%	Administrative	**
State Average	19.8%		
National Average	38.1%		

Timeliness of Prenatal Care

The percentage of deliveries that received a prenatal care visit as a member of

Altius	87.1%	Admin+Chart Review	*
HealthWise		Not Reported	
SelectHealth	97.1%	Admin+Chart Review	***
United	92.1%	Admin+Chart Review	**
State Average	92.1%		
National Average	92.0%		

HMO Name	Rate	Data Collection Method	Statistical Rating
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Cervical Cancer Screening

The percentage of women 21 to 64 years of age who received one or more Pap

Altius	79.4%	Admin+Chart Review	**
HealthWise	74.9%	Administrative	*
SelectHealth	81.5%	Admin+Chart Review	***
United	80.3%	Admin+Chart Review	**
State Average	79.0%		
National Average	81.7%		

Postpartum Care

The percentage of deliveries that had a postpartum visit on or between 21 and 56

Altius	80.7%	Admin+Chart Review	**
HealthWise		Not Reported	
SelectHealth	84.4%	Admin+Chart Review	***
United	76.7%	Admin+Chart Review	*
State Average	80.6%		
National Average	82.0%		

Child and Adolescent Well Care

HMO Name	Rate	Data Collection Method	Statistical Rating
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Adolescent Well-Care Visit (12 to 21 Years Old)

The percentage of members who were 12 to 21 years of age and who had at

Altius	38.6%	Admin+Chart Review	***
HealthWise	20.8%	Administrative	*
SelectHealth	37.2%	Admin+Chart Review	***
United	28.6%	Admin+Chart Review	*
State Average	31.3%		
National Average	41.8%		

Well-Child Visits In The First 15 Months of Life

The percentage of members who turned 15 months old during the

Altius	20.4%	Admin+Chart Review	**
HealthWise	21.4%	Administrative	***
SelectHealth	15.0%	Admin+Chart Review	*
United	19.6%	Admin+Chart Review	**
State Average	19.1%		
National Average	14.5%		

Child and Adolescent Health Care

HMO Name	Rate	Data Collection Method	Statistical Rating
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Appropriate Testing for Children with Pharyngitis

The percentage of members 2 to 18 years of age who were diagnosed with

Altius	85.6%	Administrative	*
HealthWise	93.4%	Administrative	***
SelectHealth	87.5%	Administrative	*
United	87.1%	Administrative	*
State Average	88.4%		
National Average	74.7%		

HMO Name	Rate	Data Collection Method	Statistical Rating
----------	------	------------------------	--------------------

Well-Child Visits in the 3rd/4th/5th/6th Year of Life

The percentage of members who were three, four, five or six years of age who

Altius	56.6%	Admin+Chart Review	**
HealthWise	51.2%	Administrative	*
SelectHealth	54.0%	Admin+Chart Review	**
United	56.5%	Admin+Chart Review	**
State Average	54.6%		
National Average	67.8%		

Well-Child Visits In The First 15 Months of Life

The percentage of members who turned 15 months old during the measurement

Altius	68.0%	Admin+Chart Review	**
HealthWise	67.9%	Administrative	**
SelectHealth	78.8%	Admin+Chart Review	***
United	66.4%	Admin+Chart Review	*
State Average	70.3%		
National Average	72.8%		

HMO Name	Rate	Data Collection Method	Statistical Rating
----------	------	------------------------	--------------------

Appropriate Treatment for Children with Upper Respiratory Infection

The percentage of members ages 3 months to 18 years of age who were given a

Altius	86.9%	Administrative	*
HealthWise	92.8%	Administrative	***
SelectHealth	86.2%	Administrative	*
United	87.6%	Administrative	*
State Average	88.4%		
National Average	82.8%		

Use of Medication

HMO Name	Rate	Data Collection Method	Statistical Rating
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Antidepressant Medication Management

Effective Acute Phase Treatment. The percentage of members 18 years of age

Altius	55.7%	Administrative	*
HealthWise	67.7%	Administrative	***
SelectHealth	63.9%	Administrative	***
United	59.6%	Administrative	*
State Average	61.7%		
National Average	62.9%		

Antidepressant Medication Management

Optimal Practitioner Contacts for Medication Management. The percentage of m

Altius	10.4%	Administrative	***
HealthWise	5.9%	Administrative	*
SelectHealth	10.6%	Administrative	**
United	10.5%	Administrative	**
State Average	9.3%		
National Average	18.7%		

Use of Appropriate Medications for People With Asthma

The percentage of members 5 to 56 years of age during the measurement year

Altius	93.3%	Administrative	*
HealthWise		Not Applicable	
SelectHealth	94.3%	Administrative	**
United	95.2%	Administrative	***
State Average	94.3%		
National Average	92.3%		

HMO Name	Rate	Data Collection Method	Statistical Rating
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Antidepressant Medication Management

Effective Continuation Phase Treatment. The percentage of members 18 years of ag

Altius	38.6%	Administrative	*
HealthWise	50.0%	Administrative	***
SelectHealth	47.4%	Administrative	***
United	42.2%	Administrative	*
State Average	44.6%		
National Average	46.1%		

Use of Appropriate Medications for People With Asthma

The percentage of members 10 to 17 years of age during the measurement year

Altius	94.6%	Administrative	*
HealthWise		Not Applicable	
SelectHealth	95.5%	Administrative	**
United	97.9%	Administrative	***
State Average	96.0%		
National Average	93.8%		

Care for People with Diabetes

HMO Name	Rate	Data Collection Method	Statistical Rating
----------	------	------------------------	--------------------

Eye Exam

The percentage of members who had a retinal exam by an eye care

Altius	55.2%	Admin+Chart Review	***
HealthWise		Not Reported	
SelectHealth	61.8%	Admin+Chart Review	***
United	39.3%	Admin+Chart Review	*
State Average	52.1%		
National Average	55.1%		

Hemoglobin A1c Testing (Test of Blood Sugar Level)

The percentage of members who had one or more HbA1c tests.

Altius	87.7%	Admin+Chart Review	*
HealthWise		Not Reported	
SelectHealth	92.0%	Admin+Chart Review	***
United	85.8%	Admin+Chart Review	**
State Average	88.5%		
National Average	88.1%		

LDL-C Screening Performed

The percentage of members who had an LDL-C screening test performed

Altius	76.4%	Admin+Chart Review	**
HealthWise		Not Reported	
SelectHealth	77.4%	Admin+Chart Review	**
United	76.2%	Admin+Chart Review	**
State Average	76.6%		
National Average	83.9%		

Health Care for Adults

HMO Name	Rate	Data Collection Method	Statistical Rating
----------	------	------------------------	--------------------

Colorectal Cancer Screening

The percentage of members 50 to 80 years of age who had appropriate

Altius	60.1%	Admin+Chart Review	***
HealthWise	55.8%	Administrative	**
SelectHealth	61.3%	Admin+Chart Review	***
United	45.9%	Admin+Chart Review	*
State Average	55.8%		
National Average	55.6%		

HMO Name	Rate	Data Collection Method	Statistical Rating
----------	------	------------------------	--------------------

Poor HbA 1c Control

The percentage of members who had an HbA1c level above 9.5% during their last

Lower rate is better

Altius	28.0%	Admin+Chart Review	*
HealthWise		Not Reported	
SelectHealth	20.7%	Admin+Chart Review	***
United	36.9%	Admin+Chart Review	*
State Average	28.5%		
National Average	29.4%		

LDL-C Level Controlled (LDL <100 mg/dL)

The percentage of members who had an LDL level less than 100 mg/dl at their

Altius	43.9%	Admin+Chart Review	**
HealthWise		Not Reported	
SelectHealth	46.5%	Admin+Chart Review	***
United	36.2%	Admin+Chart Review	*
State Average	42.2%		
National Average	43.8%		

Monitoring for Diabetic Nephropathy

The percentage of members who had a kidney disease (nephropathy) screening

Altius	69.8%	Admin+Chart Review	*
HealthWise		Not Reported	
SelectHealth	80.1%	Admin+Chart Review	***
United	75.5%	Admin+Chart Review	**
State Average	75.1%		
National Average	80.6%		

Use of Imaging Studies for Low Back Pain

Percentage of members with acute low back pain for whom imaging studies did not

Altius	78.1%	Administrative	***
HealthWise	70.4%	Administrative	*
SelectHealth	77.4%	Administrative	***
United	78.3%	Administrative	***
State Average	76.0%		
National Average	74.6%		

Appendix 3. Medicaid: Quality of Care

HMO Name	Rate	Data Collection Method
----------	------	------------------------

Children's Access To Primary Care Providers

The percentage of members 12 to 24 months who had a

Healthy U	96.2%	Administrative
Molina	98.3%	Administrative
National Average	93.5%	

Children's Access To Primary Care Providers

The percentage of members 7 to 11 years who had a visit

Healthy U	83.9%	Administrative
Molina	89.8%	Administrative
National Average	85.9%	

Adults' Access to Preventive/Ambulatory Services

The percentage of members 20 to 44 who had an

Healthy U	83.0%	Administrative
Molina	86.8%	Administrative
National Average	76.9%	

Adults' Access to Preventive/Ambulatory Services

The percentage of members 65 years and older who had

Healthy U	87.7%	Administrative
Molina	76.5%	Administrative
National Average	78.7%	

Access to Health Care

HMO Name	Rate	Data Collection Method
----------	------	------------------------

Children's Access To Primary Care Providers

The percentage of members 25 months to 6 years who had a

Healthy U	85.2%	Administrative
Molina	90.3%	Administrative
National Average	84.3%	

Children's Access To Primary Care Providers

The percentage of members 12 to 19 years who had a visit with

Healthy U	86.4%	Administrative
Molina	91.3%	Administrative
National Average	82.7%	

Adults' Access to Preventive/Ambulatory Services

The percentage of members 45 to 64 who had an ambulatory or

Healthy U	87.2%	Administrative
Molina	89.4%	Administrative
National Average	82.3%	

Childhood Immunizations

HMO Name	Rate	Data Collection Method
----------	------	------------------------

Combo 2

The percentage of children who received four DTaP/DT

Healthy U	74.0%	Admin+Chart Review
Molina	77.3%	Admin+Chart Review
National Average	72.2%	

Hepatitis B

The percentage of children that received three hepatitis B

Healthy U	86.9%	Admin+Chart Review
Molina	90.3%	Admin+Chart Review
National Average	87.2%	

IPV/OPV

The percentage of children that received at least three polio

Healthy U	88.3%	Admin+Chart Review
Molina	90.3%	Admin+Chart Review
National Average	87.4%	

VZV (Chicken Pox)

The percentage of children that received at least one

Healthy U	92.5%	Admin+Chart Review
Molina	89.6%	Admin+Chart Review
National Average	88.8%	

HMO Name	Rate	Data Collection Method
----------	------	------------------------

DTaP/DT

The percentage of children who received an initial DTaP vaccinat

Healthy U	80.5%	Admin+Chart Review
Molina	80.8%	Admin+Chart Review
National Average	77.8%	

HiB

The percentage of children that received three H influenza type B

Healthy U	91.0%	Admin+Chart Review
Molina	90.7%	Admin+Chart Review
National Average	87.7%	

MMR

The percentage of children that received at least one measles,

Healthy U	95.6%	Admin+Chart Review
Molina	91.7%	Admin+Chart Review
National Average	90.4%	

Women's Health and Maternity Care

HMO Name	Rate	Data Collection Method
----------	------	------------------------

Breast Cancer Screening

The percentage of women 40 to 69 years of age who had

Healthy U	51.4%	Administrative
Molina	48.1%	Administrative
National Average	49.8%	

Chlamydia Screening in Women

The percentage of women 16 to 25 years of age who were

Healthy U	17.3%	Administrative
Molina	32.0%	Administrative
National Average	50.7%	

Timeliness of Prenatal Care

The percentage of deliveries that received a prenatal care

Healthy U	83.5%	Admin+Chart Review
Molina	92.3%	Admin+Chart Review
National Average	81.4%	

HMO Name	Rate	Data Collection Method
----------	------	------------------------

Cervical Cancer Screening

The percentage of women 21 to 64 years of age who received

Healthy U	51.2%	Administrative
Molina	68.0%	Admin+Chart Review
National Average	64.8%	

Postpartum Care

The percentage of deliveries that had a postpartum visit on or

Healthy U	58.4%	Admin+Chart Review
Molina	70.0%	Admin+Chart Review
National Average	58.6%	

Child and Adolescent Well Care

HMO Name	Rate	Data Collection Method
----------	------	------------------------

Adolescent Well-Care Visit (12 to 21 Years Old)

The percentage of members who were 12 to 21 years of

Healthy U	35.7%	Administrative
Molina	56.9%	Admin+Chart Review
National Average	41.9%	

HMO Name	Rate	Data Collection Method
----------	------	------------------------

Well-child visits in the 3rd/4th/5th/ & 6th Years of Life

The percentage of members who were three, four, five or six

Healthy U	60.9%	Administrative
Molina	69.2%	Admin+Chart Review
National Average	65.1%	

Well-Child Visits In The First 15 Months of Life

The percentage of members who turned 15 months old during

Healthy U	33.3%	Administrative
Molina	60.7%	Admin+Chart Review
National Average		

53.0%

Child and Adolescent Health Care

HMO Name	Rate	Data Collection Method
----------	------	------------------------

Appropriate Testing for Children with Pharyngitis

The percentage of members 2 to 18 years of age who

Healthy U	74.8%	Administrative
Molina	90.7%	Administrative
National Average	58.7%	

HMO Name	Rate	Data Collection Method
----------	------	------------------------

Appropriate Treatment for Children with Upper Respiratory

The percentage of members ages 3 months to 18 years of age

Healthy U	94.0%	Administrative
Molina	90.7%	Administrative
National Average	84.1%	

HMO Name	Rate	Data Collection Method
Use of Appropriate Medications for People With Asthma <i>The percentage of members 10 to 17 years of age during</i>		
Healthy U	84.8%	Administrative
Molina	85.7%	Administrative
National Average	86.9%	

HMO Name	Rate	Data Collection Method
Eye Exam <i>The percentage of members who had a retinal exam by an</i>		
Healthy U	50.6%	Admin+Chart Review
Molina	54.2%	Admin+Chart Review
National Average	49.8%	

Hemoglobin A 1c Testing (Test of Blood Sugar Level) <i>The percentage of members who had one or more HbA1c</i>		
Healthy U	80.8%	Admin+Chart Review
Molina	83.1%	Admin+Chart Review
National Average	77.3%	

LDL-C Screening Performed <i>The percentage of members who had an LDL-C screening</i>		
Healthy U	62.3%	Admin+Chart Review
Molina	74.0%	Admin+Chart Review
National Average	70.8%	

Health Care for Adults		
HMO Name	Rate	Data Collection Method
Use of Imaging Studies for Low Back Pain <i>The percentage of members with acute low back pain for whom imaging</i>		
Healthy U	70.4%	Administrative
Molina	76.9%	Administrative
National Average	77.3%	

Use of Medication

HMO Name	Rate	Data Collection Method
Use of Appropriate Medications for People With Asthma <i>The percentage of members 5 to 56 years of age during the</i>		
Healthy U	89.5%	Administrative
Molina	86.1%	Administrative
National Average	86.9%	

Care for People with Diabetes

HMO Name	Rate	Data Collection Method
Lower rate is better Poor HbA 1c Control <i>The percentage of members who had an HbA1c level above</i>		
Healthy U	33.1%	Admin+Chart Review
Molina	37.2%	Admin+Chart Review
National Average	48.0%	

LDL-C Level Controlled (LDL <100 mg/dL) <i>The percentage of members who had an LDL level less than 100</i>		
Healthy U	38.2%	Admin+Chart Review
Molina	37.7%	Admin+Chart Review
National Average	31.3%	

Monitoring for Diabetic Nephropathy <i>The percentage of members who had a kidney disease</i>		
Healthy U	70.8%	Admin+Chart Review
Molina	75.4%	Admin+Chart Review
National Average	74.3%	

Appendix 4. CHIP: Quality of Care

Access to Health Care

HMO Name	Rate	Data Collection Method
Children's Access To Primary Care Providers		
<i>The percentage of members 12 to 24 months who had a</i>		
Molina	97.1%	Administrative
PEHP	93.0%	Administrative
National Average	94.1%	

Children's Access To Primary Care Providers		
<i>The percentage of members 7 to 11 years who had a visit</i>		
Molina	83.9%	Administrative
PEHP	84.8%	Administrative
National Average	86.0%	

HMO Name	Rate	Data Collection Method
Combo 2		
<i>The percentage of children who received four DTaP/DT</i>		
Molina	75.9%	Admin+Chart Review
PEHP	95.0%	Administrative
National Average	73.3%	

DTaP/DT		
<i>The percentage of children who received an initial DTaP vaccine</i>		
Molina	78.8%	Admin+Chart Review
PEHP	87.6%	Administrative
National Average	79.2%	

HiB		
<i>The percentage of children that received three H influenza</i>		
Molina	90.5%	Admin+Chart Review
PEHP	87.6%	Administrative
National Average	89.1%	

MMR		
<i>The percentage of children that received at least one</i>		
Molina	92.6%	Admin+Chart Review
PEHP	80.6%	Administrative
National Average	91.1%	

HMO Name	Rate	Data Collection Method
Children's Access To Primary Care Providers		
<i>The percentage of members 25 months to 6 years who had a</i>		
Molina	84.6%	Administrative
PEHP	83.5%	Administrative
National Average	84.9%	

Children's Access To Primary Care Providers		
<i>The percentage of members 12 to 19 years who had a visit with</i>		
Molina	87.2%	Administrative
PEHP	86.4%	Administrative
National Average	83.2%	

Childhood Immunizations

HMO Name	Rate	Data Collection Method
Combo 3		
<i>Percentage of children who received all antigens listed in</i>		
Molina	70.6%	Admin+Chart Review
PEHP	95.0%	Administrative
National Average	60.6%	

Hepatitis B		
<i>The percentage of children that received three hepatitis B</i>		
Molina	90.7%	Admin+Chart Review
PEHP	92.3%	Administrative
National Average	88.4%	

IPV/OPV		
<i>The percentage of children that received at least three polio vaccine</i>		
Molina	88.6%	Admin+Chart Review
PEHP	81.4%	Administrative
National Average	87.9%	

VZV (Chicken Pox)		
<i>The percentage of children that received at least one chicken pox</i>		
Molina	89.9%	Admin+Chart Review
PEHP	59.6%	Administrative
National Average	88.9%	

Child and Adolescent Well Care

HMO Name	Rate	Data Collection Method
Adolescent Well-Care Visit (12 to 21 Years Old)		
<i>The percentage of members who were 12 to 21 years of</i>		
Molina	35.4%	Admin+Chart Review
PEHP	24.5%	Administrative
National Average	41.9%	

Well-Child Visits In The First 15 Months of Life		
<i>The percentage of members who turned 15 months old</i>		
Molina	13.9%	Admin+Chart Review
PEHP	20.9%	Administrative
National Average	17.1%	

HMO Name	Rate	Data Collection Method
Well-child visits in the 3rd/4th/5th/& 6th Year of Life		
<i>The percentage of members who were three, four, five or six</i>		
Molina	56.9%	Admin+Chart Review
PEHP	45.9%	Administrative
National Average	65.1%	

Well-Child Visits In The First 15 Months of Life		
<i>The percentage of members who turned 15 months old during</i>		
Molina	71.8%	Admin+Chart Review
PEHP	46.2%	Administrative
National Average	53.0%	

Child and Adolescent Health Care

HMO Name	Rate	Data Collection Method
Appropriate Testing for Children with Pharyngitis		
<i>The percentage of members 2 to 18 years of age who</i>		
Molina	78.3%	Administrative
PEHP	78.9%	Administrative
National Average	58.7%	

HMO Name	Rate	Data Collection Method
Appropriate Treatment for Children with Upper Respiratory		
<i>The percentage of members ages 3 months to 18 years of age</i>		
Molina	91.3%	Administrative
PEHP	82.5%	Administrative
National Average	84.1%	

Use of Medication

HMO Name	Rate	Data Collection Method
Use of Appropriate Medications for People With Asthma		
<i>The percentage of members 10 to 17 years of age during</i>		
Molina	91.7%	Administrative
PEHP	87.3%	Administrative
National Average	86.9%	

HMO Name	Rate	Data Collection Method
Use of Appropriate Medications for People With Asthma		
<i>The percentage of members 5 to 56 years of age during the</i>		
Molina	94.6%	Administrative
PEHP	90.6%	Administrative
National Average	86.9%	

Appendix 5. Commercial: Consumer Satisfaction

Rating of Health Plan

Altius	HealthWise	SelectHealth	United	State Average	National Average
68.7%	65.0%	64.6%	57.0%	63.9%	61.9%
**	**	**	*		

Rating of Personal Doctor

Altius	HealthWise	SelectHealth	United	State Average	National Average
85.1%	90.0%	87.1%	87.5%	87.4%	81.0%
**	**	**	**		

Rating of Health Care

Altius	HealthWise	SelectHealth	United	State Average	National Average
84.9%	92.1%	92.6%	88.5%	89.5%	73.8%
*	***	***	**		

Rating of Specialist

Altius	HealthWise	SelectHealth	United	State Average	National Average
78.8%	86.4%	80.0%	83.9%	82.3%	80.4%
**	**	**	**		

Getting Care Quickly

Altius	HealthWise	SelectHealth	United	State Average	National Average
82.5%	85.6%	85.8%	84.3%	84.5%	85.9%
**	**	**	**		

Claims Processing

Altius	HealthWise	SelectHealth	United	State Average	National Average
91.0%	87.9%	97.0%	88.7%	91.2%	87.0%
**	*	***	*		

How Well Doctors Communicate

Altius	HealthWise	SelectHealth	United	State Average	National Average
95.3%	95.8%	98.1%	95.7%	96.2%	92.8%
**	**	**	**		

Customer Service Experience

Altius	HealthWise	SelectHealth	United	State Average	National Average
71.8%	68.0%	79.8%	64.4%	71.0%	82.7%
**	**	***	*		

Getting Needed Care

Altius	HealthWise	SelectHealth	United	State Average	National Average
81.4%	83.8%	83.4%	81.4%	82.5%	84.2%
**	**	**	**		

Appendix 6. Medicaid: Consumer Satisfaction

Rating of Health Plan

Fee for Service	Healthy U	Molina	Select Access	State Average	National Average
80.7%	85.1%	83.0%	80.6%	82.4%	70.6%
**	***	**	**		

Rating of Personal Doctor

Fee for Service	Healthy U	Molina	Select Access	State Average	National Average
87.1%	89.1%	90.6%	89.0%	89.0%	75.7%
**	**	**	**		

Rating of Health Care

Fee for Service	Healthy U	Molina	Select Access	State Average	National Average
82.3%	88.9%	87.0%	89.3%	86.9%	67.1%
*	**	**	**		

Rating of Specialist

Fee for Service	Healthy U	Molina	Select Access	State Average	National Average
81.0%	81.6%	74.6%	74.7%	78.5%	75.7%
**	**	**	**		

Getting Care Quickly

Fee for Service	Healthy U	Molina	Select Access	State Average	National Average
81.0%	79.4%	82.7%	85.6%	82.2%	80.2%
**	*	**	**		

How Well Doctors Communicate

Fee for Service	Healthy U	Molina	Select Access	State Average	National Average
93.2%	92.2%	92.4%	94.8%	93.2%	86.7%
**	**	**	**		

Customer Service Experience

Fee for Service	Healthy U	Molina	Select Access	State Average	National Average
66.6%	74.3%	69.6%	59.5%	67.5%	79.1%
**	***	**	**		

Getting Needed Care

Fee for Service	Healthy U	Molina	Select Access	State Average	National Average
-----------------	-----------	--------	---------------	---------------	------------------

82.2%	82.0%	82.9%	84.7%	82.9%	75.3%
**	**	**	**		

Appendix 7. CHIP: Consumer Satisfaction

Rating of Health Plan

Molina	PEHP	CHIP Average	National Average
78.5%	79.9%	79.2%	82.4%

Rating of Personal Doctor

Molina	PEHP	CHIP Average	National Average
87.4%	87.9%	87.6%	75.7%

Rating of Health Care

Molina	PEHP	CHIP Average	National Average
89.9%	88.4%	89.1%	67.1%

Rating of Specialist

Molina	PEHP	CHIP Average	National Average
79.4%	77.5%	78.4%	75.7%

Getting Care Quickly

Molina	PEHP	CHIP Average	National Average
83.6%	84.2%	83.9%	80.2%

How Well Doctors Communicate

Molina	PEHP	CHIP Average	National Average
93.0%	96.4%	94.7%	86.7%

Customer Service Experience

Molina	PEHP	CHIP Average	National Average
70.5%	65.8%	69.5%	79.1%

Getting Needed Care

Molina	PEHP	CHIP Average	National Average
83.1%	86.1%	84.6%	75.3%

Appendix 8. Children with Chronic Conditions: Consumer Satisfaction

Rating of Health Plan

CHIP	Commercial	Medicaid	State Average
72.0%	65.1%	75.9%	71.0%
**	*	***	

Rating of Personal Doctor

CHIP	Commercial	Medicaid	State Average
85.4%	85.4%	86.1%	85.6%
**	**	**	

Rating of Health Care

CHIP	Commercial	Medicaid	State Average
86.0%	84.1%	84.8%	84.9%
***	*	***	

Rating of Specialist

CHIP	Commercial	Medicaid	State Average
83.0%	76.5%	79.6%	79.7%
**	**	**	

Getting Care Quickly

CHIP	Commercial	Medicaid	State Average
84.6%	81.6%	78.8%	81.7%
***	**	**	

Helpful Office Staff

CHIP	Commercial	Medicaid	State Average
94.6%	96.5%	93.1%	94.7%
**	**	**	

How Well Doctors Communicate

CHIP	Commercial	Medicaid	State Average
94.1%	95.9%	92.6%	94.2%
**	**	**	

Shared Decision Making

CHIP	Commercial	Medicaid	State Average
83.2%	87.2%	84.6%	85.0%
**	**	**	

Customer Service Experience

CHIP	Commercial	Medicaid	State Average
68.1%	65.3%	58.9%	64.1%
**	**	**	

Getting Needed Care

Commercial

67.9%	68.5%	69.0%	68.5%
*	***	*	

Getting Needed Information

CHIP	Commercial	Medicaid	State Average
88.6%	93.8%	87.7%	90.0%
**	**	**	

Access to Prescription Medications

CHIP	Commercial	Medicaid	State Average
83.5%	80.2%	82.3%	82.0%
**	**	**	

Access to Specialized Services

CHIP	Commercial	Medicaid	State Average
55.6%	57.5%	69.6%	60.9%
**	**	***	

Coordination of Care

CHIP	Commercial	Medicaid	State Average
75.0%	73.9%	73.1%	74.0%
**	**	**	

Appendix 9. People Surveyed for the Consumer Satisfaction Measures

About the People Surveyed

The following information is about the people surveyed. Included in the information is the enrollees' gender, ethnicity, level of education and age, and overall health status. This information only applies to those that returned the survey.

About the People Surveyed

Commercial HMO Enrollees

Respondent's Overall Health Status

	Altius	HealthWise	SelectHealth	United
Excellent	50.2%	49.5%	55.1%	57.9%
Vey good	35.7%	40.2%	33.0%	31.4%
Good	11.6%	9.2%	10.8%	7.5%
Fair	2.0%	1.1%	1.1%	2.9%
Poor	0.0%	0.7%	0.0%	0.0%

Child's Age

	Altius	HealthWise	SelectHealth	United
less than 2	9.2%	14.8%	10.0%	13.5%
3 to 7	28.3%	30.6%	26.4%	33.8%
8 to 13	32.5%	29.0%	37.5%	32.4%
14 to 18	30.0%	25.7%	26.1%	20.3%

Child's Gender

	Altius	HealthWise	SelectHealth	United
Male	51.6%	49.5%	47.9%	53.4%
Female	48.4%	50.5%	52.1%	46.6%

Parent's/Guardians' Education Level

	Altius	HealthWise	SelectHealth	United
8th grade or less	0.1%	0.0%	0.0%	0.7%
Some high school but	0.1%	0.5%	1.1%	1.4%
High school graduate	17.6%	17.9%	15.3%	18.3%
Some college or 2-yea	38.4%	34.8%	40.4%	44.8%
4-year college graduat	26.5%	24.5%	34.3%	25.8%
More than 4-year colle	15.6%	21.9%	8.6%	8.9%

Child's Race/Ethnicity

	Altius	HealthWise	SelectHealth	United
White	91.15%	88.04%	95.29%	90.78%
Hispanic	7.80%	7.14%	5.70%	7.10%
African-American	1.00%	4.89%	1.10%	1.41%
Asian	2.21%	3.80%	1.60%	3.54%
Native Hawaiian	0.50%	0.00%	1.10%	0.70%
American-Indian	1.00%	1.10%	0.20%	0.70%
Other	4.66%	6.51%	2.40%	5.67%

Medicaid HMO Enrollees

Respondent's Overall Health Status

	Healthy U	Select Access	Molina	Fee For Service
Excellent	41.3%	41.5%	44.7%	50.4%
Very good	34.4%	35.3%	30.6%	33.2%
Good	18.4%	15.9%	18.7%	12.0%
Fair	5.5%	6.2%	5.4%	4.1%
Poor	0.4%	1.0%	0.6%	0.3%

Respondent's Age

	Healthy U	Select Access	Molina	Fee For Service
less than 2	27.1%	29.7%	28.9%	31.8%
3 to 7	38.5%	32.3%	35.3%	36.0%
8 to 13	25.8%	28.0%	24.3%	21.0%
14 to 18	8.5%	10.0%	11.5%	11.3%

Respondent's Gender

	Healthy U	Select Access	Molina	Fee For Service
Male	52.0%	54.5%	54.4%	52.2%
Female	48.0%	45.5%	45.6%	47.8%

Respondent's Education Level

	Healthy U	Select Access	Molina	Fee For Service
8th grade or less	9.9%	3.8%	7.0%	4.6%
Some high school but <	17.8%	11.5%	15.2%	8.0%
High school graduate <	33.7%	27.8%	35.7%	33.8%
Some college or 2-yea	28.5%	40.6%	31.3%	40.5%
4-year college graduat	7.2%	12.8%	9.0%	10.6%
More than 4-year colle	2.9%	3.5%	1.8%	2.6%

Respondent's Race/Ethnicity

	Healthy U	Select Access	Molina	Fee For Service
White	63.8%	76.0%	73.8%	76.0%
Hispanic	47.6%	26.6%	35.1%	19.7%
African-American	7.3%	4.5%	2.3%	5.4%
Asian	1.2%	0.0%	1.7%	3.8%
Native Hawaiian	1.6%	1.4%	3.3%	3.8%
American-Indian	5.3%	3.1%	3.3%	9.9%
Other	21.6%	15.4%	17.1%	11.0%

Response Rates

Commercial HMO Enrollees

	Altius	HealthWise	SelectHealth	United
Response Rates	48.8%	38.7%	42.4%	35.2%
Sample Size	436	195	381	313

CHIP HMO Enrollees

Child's Overall Health Status

	Molina	PEHP
Excellent	49.8%	49.1%
Very good	32.1%	36.2%
Good	15.3%	11.8%
Fair	2.4%	2.7%
Poor	0.3%	0.2%

Child's Age

	Molina	PEHP
Less than 2	10.7%	7.3%
3 to 7	32.6%	31.8%
8 to 13	39.8%	39.4%
14 to 18	17.0%	21.5%

Child's Gender

	Molina	PEHP
Male	52.1%	54.2%
Female	47.9%	45.8%

Parent's Education Level

	Molina	PEHP
8th grade or less	9.4%	6.3%
Some high school but <	12.6%	4.2%
High school graduate <	29.8%	32.0%
Some college or 2-yea	36.0%	43.9%
4-year college graduat	8.9%	10.0%
More than 4-year colle		

Respondent's Race/Ethnicity

	Molina	PEHP
White	71.8%	80.1%
Hispanic	32.5%	21.1%
African-American	1.0%	1.3%
Asian	2.8%	0.5%
Native Hawaiian	0.9%	1.8%
American-Indian	2.3%	2.6%
Other	21.3%	13.2%

Response Rates

Response rates are calculated by dividing the number of enrollees that returned the completed surveys by the number of enrollees in the sample. Response rates can vary depending upon the sample the survey was sent, as well as the nature of the survey.

CHIP HMO Enrollees

	Molina	PEHP
Response Rates	53.7%	62.0%
Sample Size	616	711

Medicaid HMO Enrollees

	Healthy U	Select Access	Molina	Fee For Service
Response Rates	32.1%	39.9%	33.7%	45.6%
Sample Size	529	318	555	455

CCC**Child's Overall Health Status**

	CHIP		Commercial	Medicaid	Total
Excellent	31.2%	34.3%		26.8%	30.8%
Vey good	37.2%	40.3%		34.3%	37.3%
Good	25.1%	19.8%		27.0%	24.0%
Fair	6.5%	5.2%		10.3%	7.3%
Poor	0.0%	0.4%		1.5%	0.6%

Child's Age

	CHIP	Commercial	Medicaid	Total
Less than 2	4.6%	11.7%	23.9%	13.4%
3 to 7	15.7%	20.5%	30.0%	22.1%
8 to 13	43.7%	34.3%	27.8%	35.3%
14 to 18	36.0%	33.5%	18.2%	29.3%

Child's Gender

	CHIP	Commercial	Medicaid	Total
Male	54.0%	56.0%	57.2%	55.7%
Female	46.0%	44.0%	42.8%	44.2%

Parent's Education Level

	CHIP	Commercial	Medicaid	Total
8th grade or less	4.6%	0.1%	4.1%	2.9%
Some high school but not a graduate	8.1%	0.8%	11.3%	6.7%
High school graduate	28.9%	15.3%	30.6%	24.9%
Some college or 2-year college graduate	42.6%	43.3%	39.6%	41.8%
4-year college graduate	12.7%	27.1%	10.7%	16.8%
More than 4-year college graduate	3.0%	13.4%	3.8%	6.8%

Respondent's Race/Ethnicity

	CHIP	Commercial	Medicaid	Total
White	83.9%	93.1%	79.0%	85.3%
Hispanic	18.0%	7.0%	31.3%	18.8%
African-American	2.5%	1.2%	2.0%	1.9%
Asian	2.5%	1.7%	1.1%	1.8%
Native Hawaiian	0.5%	0.8%	1.8%	1.0%
American-Indian	2.5%	0.3%	5.5%	2.8%
Other	11.1%	3.8%	12.4%	9.1%

Response Rates

Response rates are calculated by dividing the number of enrollees that returned the completed surveys by the number of enrollees in the sample. Response rates can vary depending upon the sample the survey was sent, as well as the nature of the survey.

CHIP HMO Enrollees

	CHIP	Commercial	Medicaid	Total
Response Rates	51.8%	41.5%	41.3%	44.9%
Sample Size	216	1036	861	2113